

**18th Annual International
IT Service Management Conference & Exhibition**
Knowledge Translated Into Results
Bellagio Hotel • Las Vegas • February 16-19, 2014

Sample Itinerary For Problem Management & Related Processes

This itinerary represents only one option for ITSM and ITIL® Problem Management & Related Processes. The conference program includes 14 tracks with over 160 sessions, which can be personally customized to fit your specific interests and organizational needs.

Pre- and post-conference courses are also available. These cover a wide range of subjects and management perspectives. Visit our [conference website](#) to view the full conference program, including session descriptions and course outlines.

You can also print this itinerary and keep it on hand at the conference for easy reference.

Pre-Conference Courses: February 12-16, 2014	
Choose from 16 courses. We recommend these options for Problem Management & Related Processes:	
<ul style="list-style-type: none"> • ITIL Foundation (ITIL certification course) – February 14-16, 2014 • ITIL Operational Support & Analysis (ITIL certification course) – February 12-16, 2014 • ITIL Service Operation February (ITIL certification course) – February 13-16, 2014 • Problem Management: Root Cause Analysis Workshop – February 15-16, 2014 	
Date & Time	Track & Session
Sunday, February 16, 2014	
4:00 p.m. – 5:00 p.m.	Conference Optimizer <i>What IT Managers Need To Know About Lean Management</i> Brian Newcomb , IT Management Consultant, Pink Elephant
5:00 p.m. – 7:00 p.m.	Welcome Reception & Exhibition Showcase Open
Monday, February 17, 2014	
7:15a.m. – 8:15a.m.	Practitioner Radio Live Recording
7:15a.m. - 8:15a.m.	Breakfast Club: <i>IT Support & Service Desk Forum</i> Moderated By: Charlie Miles & Jim McKennan , IT Management Consultants, Pink Elephant
9:00a.m. – 10:00a.m.	Keynote: Colonel Chris Hadfield “The Sky Is Not The Limit”
10:30a.m. – 11:30a.m.	Track 2 <i>IT People Should Not Be In The Disaster Recovery Business</i> Michael Keil , Assistant Vice President IT Service Management Office, New York City Health and Hospitals Corporation
11:45a.m. – 12:45p.m.	Track 10 <i>Best Practices For Implementing An ITSM Tool – Q&A Panel Discussion</i> Facilitator: George Spalding , Executive VP, Pink Elephant
1:00p.m. – 2:00p.m.	Track 7 <i>Getting Results Through Formalized IT Process Governance</i> Cindy Trudeau , Director, IT Technical And Operational Services, Presbyterian Healthcare Services
2:15p.m. – 3:15p.m.	Track 3 <i>2003 Project Of The Year Winner – A Decade Of Living, Learning & Relearning</i> Jeff Gorby , Enterprise Process Architect, Nationwide
3:35p.m. – 4:45p.m.	Keynote: Caroline Casey “Looking Past Limits”
4:45p.m. – 6:30p.m.	Networking Reception

Tuesday, February 18, 2014	
7:15a.m. – 8:15a.m.	Breakfast Club: <i>The Death Of Laptops: The Promise And Challenge Of The New Mobile Based Platform</i> Matthew Neigh , Technology Evangelist, Cherwell Software
8:30a.m. – 10:10a.m.	Keynote: Joshua Klein
10:30a.m. – 11:30a.m.	Track 5 <i>Ridin' Out The Storms: Leveraging ITIL & ITSM For Business Continuity</i> Frankie Blevins , Manager, Business Continuity, Markel Corporation
11:45a.m. – 12:45p.m.	Track 2 <i>The 30-Day Quick Win Plan – Improve Something ... Anything</i> Laura Fucci , CIO Of Henderson NV, (Former) CIO Of Clark County
1:00p.m. – 2:00p.m.	Track 5 <i>Proactive Problem Management: What ITIL Didn't Tell You</i> Gabriel Soreanu , Senior ITSM Consultant, Cisco Systems, Inc.
2:15p.m. – 3:15p.m.	Track 3 <i>Top 5 Do's & Don'ts Of RCA</i> Joseph Gallagher , Managing Director, Bank Of New York Mellon
3:35p.m. – 4:45p.m.	Keynote: The Water Coolers
4:45p.m. – 6:30p.m.	Networking Reception
Wednesday, February 19, 2014	
7:15a.m. – 8:15a.m.	Breakfast Club: <i>IT Support & Service Desk Forum</i> Moderated By: Charlie Miles & Jim McKennan , IT Management Consultants, Pink Elephant
8:45a.m. – 10:10a.m.	Keynote: Adrian Gostick "All In"
10:30a.m. – 11:30a.m.	Track 6 <i>How To Conduct Problem Management Root Cause Analysis</i> Victor Mack , IT Management Consultant, Pink Elephant
1:00p.m. – 3:45p.m.	Half-Day Workshop <i>Problem Management Health Check</i> Jennifer Wels , Principal Consultant, Pink Elephant
3:45p.m.	Conference Ends
Post-Conference Courses: February 20-22, 2014	
Choose from 6 courses. Our recommended options for Problem Management & Related Processes:	
<ul style="list-style-type: none"> Implementing IT Service Management Boot Camp – February 20-22, 2014 IT Service Management Strategic Roadmap – February 20, 2014 ITSM Incident, Problem & Change Clinic: How To Conduct A Gap Analysis & Develop An Improvement Plan – February 20, 2014 	

Note: Sessions are subject to change. Please visit our website for the latest updates to the conference schedule.